

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card, this is Chris. How can I help you today? Hey, Chris. So I received the email from, from, from you all about open enrollment, new insurance or whatever. And I'm trying to find out, is there something new about the insurance that you guys have now? 'Cause I have, I have, um, health insurance, dental, um, what else? And all that's through- Okay. ... Benefits at a Card. Is it something new, or is it better than it was, or what? Uh, let me take a look. What staffing company do you work with? The Resource. Resource. One moment. Let me check their benefits. Bear with me a moment, sir. Yes, sir. Looks like the only... Let me take a look here. Looks like the only, um, change to the enrollment is the inclusion of the, a virtual urgent care plan, which is a- Virtual urgent care? Yeah, so like Teladoc-type services, uh, which is, uh, is already included in the, uh, medical policies. So if you already have a medical policy, then that's, that's already included, which means, yeah, there's, effectively, there's really no difference. Um, if you're already enrolled and you're not looking to make any changes, you don't really need to do anything. It's just gonna roll over. Okay. Well, great. That's what I needed to know. Thank you so much. No problem. Thanks for calling. Have a good one. All right. You too. Bye. Bye n-

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits at a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. So I received the email from, from, from you all about open enrollment, new insurance or whatever. And I'm trying to find out, is there something new about the insurance that you guys have now? 'Cause I have, I have, um, health insurance, dental, um, what else? And all that's through-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... Benefits at a Card. Is it something new, or is it better than it was, or what?

Speaker speaker\_1: Uh, let me take a look. What staffing company do you work with?

Speaker speaker\_2: The Resource.

Speaker speaker\_1: Resource. One moment. Let me check their benefits. Bear with me a moment, sir.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Looks like the only... Let me take a look here. Looks like the only, um, change to the enrollment is the inclusion of the, a virtual urgent care plan, which is a-

Speaker speaker\_2: Virtual urgent care?

Speaker speaker\_1: Yeah, so like Teladoc-type services, uh, which is, uh, is already included in the, uh, medical policies. So if you already have a medical policy, then that's, that's already included, which means, yeah, there's, effectively, there's really no difference. Um, if you're already enrolled and you're not looking to make any changes, you don't really need to do anything. It's just gonna roll over.

Speaker speaker\_2: Okay. Well, great. That's what I needed to know. Thank you so much.

Speaker speaker\_1: No problem. Thanks for calling. Have a good one.

Speaker speaker\_2: All right. You too. Bye.

Speaker speaker\_1: Bye n-